

COMMAND, CONTROL, COMMUNICATIONS, COMPUTERS, AND INFORMATION MANAGEMENT (C4IM) SERVICES LIST

Version 2.0, Final 14 March 2008

List of Directorate of Information Management (DOIM) C4IM services.

- The C4IM Services List pertains to DOIM provided services and managed infrastructure. There will be only one physical plant on the installation with one DOIM network and multiple mission networks.
- Baseline services are core/common user services that are the responsibility of the Army to centrally fund.
- Mission services are the responsibility of the ACOM/Mission Commanders to resource. These services are not in the baseline, but are required based on the mission and are grounded by the business processes that enable mission execution in a more efficient/effective manner.
- Army activities will coordinate with the supporting Installation DOIM to fulfill requirements beyond the funded (baseline) C4IM services. Based on the determination by the Installation DOIM, support agreements will be established to document whether the DOIM or the Army activity will provide the required service

ACSIM Baseline

Note: When Note 1 is identified in the MDEP column, the appropriate Function or Task will be subject to resourcing in the 2010-2015 POM.

Task ID		Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES		
							Reliability	Performance	Capacity
									Workload
Service 15.0 - Communications Systems and Systems Support - Provide the cable infrastructure, internal and external networks necessary to deliver electronic information to, from, and among customers.									
Service Support Program 15.1 - Telephone and Data Infrastructure - Provide cable infrastructure, premise equipment, telephone service, (except customer required calling features and modernization programs). Includes touch labor support for this SSP.									
Function - 15.1.1 - Telephone									
15.1.1.1		Provide dial tone service (voice and data) on government property to connect to any location worldwide. (Does not include usage by customer).	MXCB	B	24x7 (less scheduled down time)		Meet 98% reliability		
15.1.1.2		Provide Dual Tone Multi-Frequency (DTMF) type telephones.	MXCB	B	24x7 (less scheduled down time)	Add, move or change within 5 working days of request	Meet 98% reliability		One (1) per installation use
									One (1) Add, move or change per 10 individuals in same office or organization per year
15.1.1.3		One time charge for equipment purchase when appropriate for digital telephone instruments.		M					
15.1.1.4		Install and maintain telephone lines for FAX machines. Provide service to the end user the capability to send and receive document images within and outside the Army community. Features include fax broadcast, store and forward, transmission receipt, and non-secure fax to be performed by any device.	MXCB	B	24x7 (less scheduled down time)	Add, move or change within 5 working days of request	Meet 98% reliability		One (1) Add, move or change per 10 individuals in same office or organization per year
Function - 15.1.2 - Calling Features									
15.1.2.1		Provide Central Office (CO) switch features e.g. call forwarding, call transfer (3-way conference), conferencing (up to 6 parties), ring again, last number redial, call pickup, speed calling, caller ID, automatic ring down service, and others.		M					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.1.2.2	Provide integrated voice conference bridge (more than 6 parties).		M						
Function - 15.1.3 - Wireline Access Features									
15.1.3.1	Provide (official) use of service to central offices, toll trunks (e.g., local, Federal Telecommunications System [FTS], international), DSN (Defense Switched Network), and Government telephone systems/services. (If capability currently exists, the service is provided as Baseline. Customer pays for establishing, upgrading or expanding service).		M						
15.1.3.2	Provide (unofficial) use of service for military housing occupants and other unofficial subscribers when services from a commercial telephone company are not available. (Usually only in overseas areas.)		M						
15.1.3.3	Provide (on-post) access to service for the transmission of official government business throughout the installation. This service is restricted from access to local commercial (off post dialing), DSN, FTS2001 and other commercial long distance.	MXCB	B	24x7 (less scheduled down time)		Meet 98% reliability	Provide average 95% success rate on local (off-post)		
Function - 15.1.4 - Telephone Firewall									
15.1.4.1	Operate and maintain an installation telephone switch firewall. [A firewall helps secure your enterprise against many vulnerabilities, including: hacker access to modems. Removal of proprietary or classified information from the enterprise via unauthorized modems. Toll fraud (improper use of fax or other lines for personal voice calls or other unauthorized purposes). Access to 1-900 and other cost-per-call numbers. Access to unauthorized Internet Service Providers (ISPs). The Firewall performs firewall-like functions for the telecommunications system between end-user stations and the Private Branch Exchange (PBX) or Central Office (CO) switches].	MXCB	B	24x7 (less scheduled down time)					
Function - 15.1.5 - Telephone Switch Operation Services									
15.1.5.1	Operate and maintain telephone switches, remote switches, nodes, and PBXs.	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.5.2	Upgrade and modify telephone switches, remote switches, nodes, and PBXs.	MXCB	B	Installs, upgrades, and swaps of network equipment performed after normal business hours					Installs, upgrades, and swaps of network equipment performed after normal business hours
Function - 15.1.6 - Operator Service									
15.1.6.1	Provide attended operator services or automated attendant services.	MXCB	B	Attended support 0700-1700 on non-holiday workdays; automated support services 24X7	Within three rings for both attended and automated attendant	Meet 98% reliability			
Function - 15.1.7 - Touch Labor Support									
15.1.7.3	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Function - 15.1.8 - Voice Mail Box									
15.1.8.1	Provide voice mail box service.	MXCB	B	24x7 (less scheduled down time)	Within 5 working days of request	Meet 98% reliability		One (1) per installation user	One (1) Add, move or change per 10 individuals in same office or organization per year
15.1.8.2	Phone sets will advertise waiting messages visually and/or audibly. (If capability currently exists, the service is provided as Baseline. Customer pays for establishing upgrading or expanding service).		M						
Function - 15.1.9 - Integrated Voice Messaging System (IVMS) / Call Management System									
15.1.9.1	Provide voice messaging transmission, reception, and voice message storage 24 hours-per-day except for periodic maintenance downtime, accessible anywhere and anytime. Each IVMS shall be interoperable with DSN.		M						
15.1.9.2	Phone sets will advertise waiting messages visually and/or audibly.		M						
15.1.9.3	Provide a IVMS service with interaction with DTMF signaling.		M						
15.1.9.4	Provide user security via password management.		M						
15.1.9.5	Provide a user review of message(s) before release, with options to edit only, send, and delete.		M						
15.1.9.6	Provide user transmission and receipt of messages for optional access and storage for future retrieval.		M						
15.1.9.7	Provide a notification method of non-delivery of messages.		M						
15.1.9.8	Provide call answering with personal greeting.		M						
15.1.9.9	Includes a call transfer and an escape feature.		M						

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.1.9.10	Provide options to edit only, send, delete, user review of message(s) before release of messages.		M						
15.1.9.11	Install phones in automatic call distribution (ACD) call group and set up switch programming/features.		M						
Function - 15.1.10 - Installation Infrastructure									
15.1.10.1	Provide and maintain common-user infrastructure supporting voice, video, and data (e.g., cabling, equipment, and components).	MXCB	B	24x7 (less scheduled down time) for the infrastructure		Meet 98% reliability for the infrastructure		10MB to the desktop	
15.1.10.2	Provide and maintain mission specific infrastructure.		M						
15.1.10.3	Provide installation and maintenance services for mission-specific requirements.		M						
15.1.10.4	Inspect and maintain underground cable enclosures (manholes, handholes, pull holes, and vaults).	MXCB	B	0700-1700 daily on non-holiday workdays					Inspect quarterly and repair as required
15.1.10.5	Maintain an electronic & hard copy Plant in Place (PIP) drawing library.	MXCB	B	0700-1700 daily on non-holiday workdays			Redline drawings within 3 working days of required changes		
15.1.10.6	Install and maintain network equipment. (v1.0 task # 19.6.7.5)	MXCB	B	Installs, upgrades, and swaps of network equipment performed after normal business hours					Installs, upgrades, and swaps of network equipment performed after normal business hours
15.1.10.7	Troubleshoot and repair system problems involving Fixed Tactical Internet support and digital service range support. (v1.0 task # 19.6.7.6)		M						
15.1.10.8	Upgrade network components. (v1.0 task # 19.6.7.7)	MXCB	B	Installs, upgrades, and swaps of network equipment performed after normal business hours					Installs, upgrades, and swaps of network equipment performed after normal business hours
15.1.10.9	Provide support for the Installation Information Infrastructure Modernization Program (I3MP) (e.g. site surveys, data calls). (v1.0 task # 19.9.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.1.10.10	Maintain one of the Army systems for managing and storing engineering drawings (e.g., Joint Engineering Data Management and Control System). (v1.0 task # 19.9.7.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
15.1.10.11	Property accountability for network equipment. (v1.0 task # 19.9.7.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
15.1.10.12	Provide access to equipment maintenance contracts. (v1.0 task # 19.9.7.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 15.1.11 - Defense Switch Network (DSN) (v1.0 Function # 15.2.1)									
15.1.11.1	Includes Multi-Level Precedence and Preemption (MLPP) option.(v1.0 task # 15.2.1.1)	MXCB	B	24x7 (less scheduled down time)		Meet 98% reliability			
Function - 15.1.12 - Defense Red Switch Network (DRSN) Service (v1.0 Function # 15.2.2)									
15.1.12.1	Provide secure red switch support. Provide customer access as required.(v1.0 task # 15.2.2.1)		M						
Function - 15.1.13 - Integrated Services Digital Network (ISDN) (v1.0 Function # 15.2.3)									
15.1.13.1	Provide Primary Rate Interface (PRI) and Basic Rate Interface (BRI) access (for video teleconferencing [VTC], secure telephone equipment [STE], etc.) (v1.0 task # 15.2.3.1)	MXCB	B	24x7 (less scheduled down time)		Meet 98% reliability		One (1) per VTC and one (1) per authorized STE user	One (1) Add, move or change per 10 individuals in same office or organization per year
15.1.13.2	Fund equipment and usage sensitive costs (v1.0 task # 15.2.3.2)		M						
Function - 15.1.14 - Toll Free Service (v1.0 Function # 15.5.3)									
15.1.14.1	Subscribe to toll free service (e.g., via FTS) 800, 888, 877, etc. Performs an annual review and revalidation of assigned inbound toll-free numbers. (v1.0 task # 15.5.3.1)		M						
Function - 15.1.15 - Multiline Telephone Service (v1.0 Function # 15.5.4)									
15.1.15.1	Install and maintain two-line telephones and electronic key systems.		M						
Function - 15.1.16 - Long Haul and Commercial Lease Circuits (v1.0 Function # 15.7.2)									
15.1.16.1	Order, account for, and administer local and long-haul leased circuits with Defense Information Systems Agency (DISA). (v1.0 task # 15.7.2.1)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
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15.1.16.2	Plan diverse and/or alternate routing as required. (v1.0 task # 15.7.2.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.16.3	Order, account for, and administer local circuits with commercial carriers. (v1.0 task # 15.7.2.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.1.17 - Communications Facilities Planning (v1.0 Function # 15.7.3)									
15.1.17.1	Validate and update the number of cable pairs used for cable lease agreements. (v1.0 task # 15.7.3.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.17.2	Maintain, turn in for calibration, and update Test Measurement Diagnostic Equipment (TMDE). (v1.0 task # 15.7.3.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.17.3	Plan transport requirements for LAN/CAN/WAN. (v1.0 task # 15.7.3.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.17.4	Engineer telecom closets, outside cable plant (fiber & copper), and inside wiring for minor construction projects. Upgrade and maintain installation telecom standards utilized in solicitation or contractual documents. Provide field evaluation reports on contractor performance. (v1.0 task # 15.7.3.5)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.17.5	Plan and manage circuit installation and maintenance services. (v1.0 task # 15.7.3.6)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.1.18 - Service Level Management (v1.0 Function # 15.7.5)									
15.1.18.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v 1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.18.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.18.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.18.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.1.18.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.18.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.1.18.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.2 - Emergency Communications Telephone Services - Provide 911 and GETS emergency service support. Includes touch labor for this SSP.									
Function - 15.2.4 - Government Emergency Telecommunications System (GETS) Federal Emergency Management Agency (FEMA)									
15.2.4.1	Issue, maintain, and/or delete Government Emergency Telecommunications Service (GETS), Wireless Priority Service (WPS), and Federal Emergency Management agency (FEMA) PIN numbers and calling cards. Submit user applications to the National Communications System (NCS). Review usage reports, monitor for potential fraud, and alert customers and officials with concerns.	MXCB	B	0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				Review usage reports on a monthly basis
15.2.4.2	Customer pays usage charges.		M						
Function - 15.2.6 - 911/e911 Emergency Service									
15.2.6.1	Provide 911 Emergency Service support	MXCB	B	24x7 (less scheduled down time)	Repair within 2 hours	Meet 99.9% reliability			
15.2.6.2	Input government telephone work orders into the e911 telephone company (telco) data base and assist in reconciliation of Public Safety Answering Point (PSAP) errors and military numbers provided e911 service.	MXCB	B	0700-1700 daily on non-holiday workdays	Work Order input within 1 working day				
15.2.6.3	Coordinate 911/e911 interface with local Emergency Action Center (EAC).	MXCB	B	0700-1700 daily on non-holiday workdays					
15.2.6.4	Interface the e911 system including the Fire Department Telephone System, Telecommunications Device for the Deaf (TDD) support, telephone answering system, automated number and location information, and computer aided dispatch.	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.2.7 - Touch Labor Support									
15.2.7.3	Provide local touch labor (troubleshooting, repairing, changing cable pairs, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.2.8 - Service Level Management (v1.0 Function # 15.7.5)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Function - 15.3.3 - Personal Digital Assistant (PDA) Wireless Service									
15.3.3.1	Provide Personal Digital Assistants (PDAs) and service contracts.		M						
15.3.3.2	Provide PDA device and usage.		M						
15.3.3.3	Manage LAN and computer service via wireless technology.(v1.0 task # 19.6.6.1)		M						
15.3.3.4	Provide wireless PDA contract vehicle (v1.0 task # 15.7.4.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.3.8 - Communications Towers									
15.3.8.1	Maintain common user services communications towers.	MXCB	B	0700-1700 daily on non-holiday workdays		Meet 95% reliability			Inspect annually
15.3.8.2	Provide tenants required space for mission antennas on common-user towers.	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.8.3	Install, maintain or provide tower modification for mission antennas on common-user towers.		M						
15.3.8.4	Plan the maintenance of common user services communications towers and allocate space on those towers. (v1.0 task # 15.7.3.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.3.9 - Satellite Communications									
15.3.9.1	Provide satellite communications support (e.g., procurement, request for service, troubleshooting, repair, warranty) and satellite phone usage charges.		M						
15.3.9.2	Provide access to a Strategic Tactical Entry Point (STEP) and Military Strategic, Tactical and Relay (MILSTAR).		M						
15.3.9.3	Provide user representative support, order keys, key instruments, and coordinate support requirements for Iridium.		M						

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.3.9.4	Develop requirements, procure terminals, install equipment, and operate terminals for International Maritime Satellite (INMARSAT).		M						
Function - 15.3.10 - Touch Labor Support									
15.3.10.2	Provide local touch labor (troubleshooting, repairing, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.3.11 - Service Level Management (v1.0 Function # 15.7.5)									
15.3.11.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.3.11.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.4 - Video Teleconferences (VTC) Services - Operate (schedule, facilitate) and maintain SBU and SECRET common user VTC Studio; provide interface access for VTC and secure telephone equipment; provide design and installation advice and technical support. Includes touch labor for this SSP.									
Function - 15.4.1 - VTC Studio									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
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15.4.1.1	Operate and maintain sensitive but unclassified (SBU) and SECRET common user VTC Studio (Schedule, facilitate, and maintain Defense Information Systems Network (DISN) Video Secure Global (DVSG) suite to VTC Studio).	MXCB	B	12 hours/day x 5 days/week, operational 0600-1800 (local time) on non-holiday weekdays. Scheduling and facilitating included		98% fully operational DVTC circuit(s) and switch(es)		One (1) per installation. Additional VTC(s) if requirements exceed schedule capability	
15.4.1.2	Provide VTC protocol capabilities above H.320 as required.		M						
Function - 15.4.2 - VTC Bridge									
15.4.2.1	Operate and maintain a VTC Bridge (switch) to allow multiple sessions and multiple users per session.		M						
Function - 15.4.3 - Mission Specific VTC Service									
15.4.3.1	Provide mission specific SBU and SECRET VTC service as required (e.g., classroom, transportable, command and control, and desktop).		M						
Function - 15.4.4 - VTC Technical Support									
15.4.4.1	Provide design and installation advice and technical support for VTC.	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.4.5 - Touch Labor Support									
15.4.5.2	Provide local touch labor (troubleshooting, repairing, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.4.6 - Secure VTC Conference Room									
15.4.6.1	Support the VTC as a managed network device on the classified network. Provide technical support and assistance in the design, acquisition, installation, and operation of the equipment to limited user population (to Brigade level at PPP/PSP and installations supporting 2 or more non-tactical Command HQs). Operate the SVTC capability on a highly restricted basis, in support of extremely critical collaborative efforts involving GO/SES personnel, either locally or as part of the interconnected collaboration event.	MXCB Note 1	B	24x7 (less scheduled down time)		98% fully operational SVTC circuit(s) and switch(es)			
Function - 15.4.7 - Service Level Management (v1.0 Function # 15.7.5)									
15.4.7.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.4.7.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
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15.4.7.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.4.7.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.4.7.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.4.7.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.4.7.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.5 - Range/Field Telephone Services - Provide range/field lines and phones to range perimeter. Includes touch labor for this SSP.									
Function - 15.5.1 - Mag Lines, Field Phone Lines, Range Phones, and Conference Support									
15.5.1.1	Install and maintain mag lines and dial lines for field units at field drop locations.		M						
15.5.1.2	Install and maintain range/field lines and telephones (CONUS).	MXCB	B	24x7 (less scheduled down time)	Problems corrected within 1 working day	Meet 98% reliability			
15.5.1.3	Install and maintain range/field lines and telephones (OCONUS).		M						
15.5.1.4	Install and remove telephones for conferences.		M						
Function - 15.5.2 - Touch Labor Support									
15.5.2.1	Provide local touch labor (troubleshooting, repairing, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.5.3 - Service Level Management (v1.0 Function # 15.7.5)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.6.2.2	Maintain procedures to prepare for recovery of network information from disasters and execute preparatory procedures.	MXCB	B	0700-1700 daily on non-holiday workdays			Weekly backup stored offsite location		Review annually
15.6.2.3	Develop plans to restore critical wired and wireless services in event of disaster. (v1.0 task # 15.7.3.8)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.6.3 - Operations Plan (OPLAN) Support									
15.6.3.2	Develop infrastructure upgrade plans to support operational surge requirements. Accommodate projected requirements driven by projected Army Transformation initiatives.		M						
15.6.3.3	Exercise or review the OPLAN (and its contingency SLA) with supported tenant activity.		M						
Function - 15.6.4 - Service Level Management (v1.0 Function # 15.7.5)									
15.6.4.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.6.4.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.8 - Communications Service Support - Provide hardware, software, and telephone support to include: provide customers with initial POC for service requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Function - 15.8.1 - Service Support (v1.0 Function # 15.1.7)									
15.8.1.1	Receive, document, assign, and monitor trouble tickets (TT). (v1.0 task # 15.1.7.1)	MXCB Note 1	B	24x7	Open trouble ticket within 30 minutes of notification				
15.8.1.2	Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements. (v1.0 task # 15.1.7.2)	MXCB	B	0700-1700 daily on non-holiday workdays	Process Service Orders or Trouble Tickets in 30 minutes or less		60% of Service 15 Trouble Tickets resolved at Tier 1 [First contact resolution]		
15.8.1.3	Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance. (v1.0 task # 15.1.7.4)	MXCB Note 1	B	24x7	Issue daily Performance Reports				
15.8.1.4	Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation. (v1.0 task # 15.1.7.5)	MXCB	B		Notifications sent no less than 24 hours prior to scheduled outage				
15.8.1.5	Send out customer satisfaction surveys after completion of work. (v1.0 task # 15.1.7.6)	MXCB	B	0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
15.8.1.6	Review and analyze customer satisfaction surveys and initiate follow-up and corrective action. (v1.0 task # 15.1.7.7)	MXCB	B	0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
15.8.1.7	Provide bills/invoices to customers for services received on a monthly basis. (v1.0 task # 15.1.7.8)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.1.8	Generate monthly invoicing by Personal Identification Number (PIN) by Telephone Control Officer (TCO). (v1.0 task # 15.1.7.9)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.1.9	Receive (monthly) payment from customers for reimbursable services. (v1.0 task # 15.1.7.10)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.1.10	Issue, maintain, and delete PINs for DSN/other Emergency Communications service for installation customers, military exercises, and installation conferences. (v1.0 task # 15.2.7.11)	MXCB	B	0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
Function - 15.8.2 - Service Level Management (v1.0 Function # 15.7.5)									
15.8.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.8.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.8.2.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.9 - Fire, Safety, Security, and Other Circuits - Design, install and maintain required circuits/systems for fire and intrusion alarms and other safety/security systems. Includes touch labor for this SSP.									
Function - 15.9.1 - Safety/Security/Other Circuits (v1.0 Function # 15.2.5)									
15.9.1.1	Design, install, and maintain DA or local regulation directed circuits/systems (e.g., fire alarms, intrusion alarms, elevator emergency intercoms, telemetry, and other safety/security systems) and monitoring/control systems (e.g., water, fuel, command destruct transmitters, read back receivers, range operations, flight termination equipment/software). (v1.0 task # 15.2.5.1)	MXCB	B	24x7 (less scheduled down time)	Install within 1 working week of request. Repair, if required, within 1 working day	Meet 99.9% reliability			
15.9.1.2	Design, install, and maintain mission specific monitoring circuits. (v1.0 task # 15.2.5.2)		M						
15.9.1.3	Provide commercial subscriber lines and transport channels (e.g., Off Premise Extensions, Foreign Exchanges, Telecommuting). (v1.0 task # 15.2.5.3)		M						
15.9.1.4	Maintain circuits for post bugle/public address (PA) systems and special localized PA systems. (v1.0 task # 15.2.5.4)	MXCB	B	24x7 (less scheduled down time)	Repair within 1 week				
Function - 15.9.2 - Digital Subscriber Line (DSL) and Asynchronous Digital Subscriber Line (ADSL) (v1.0 Function # 15.5.5)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.9.2.1	Install and maintain or provide access to DSL / ADSL lines for services other than Internet access, which will be provided via NIPRNET. (v1.0 task # 15.5.5.1)		M						
15.9.2.2	Provide local dedicated point-to-point voice and data services. (v1.0 task # 15.5.5.2)		M						
Function - 15.9.3 - Touch Labor Support									
15.9.3.1	Provide local touch labor (troubleshooting, repairing, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.9.4 - Service Level Management (v1.0 Function # 15.7.5)									
15.9.4.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.9.4.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service Support Program 15.10 - Non-tactical Radios and Spectrum Management Services - Provide Non-Tactical radio services to include spectrum management. Includes touch labor for this SSP.									
Function - 15.10.1 - Non-Tactical Trunked Radios (NTTR) and Trunked Radios (v1.0 Funtion # 15.3.4)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.10.1.1	Provide narrow band digital trunk radio service. (v1.0 task # 15.3.4.1)	MXCB	B	24x7 (less scheduled down time)		Meet 95% reliability	95% access		
15.10.1.2	Maintain NTTR infrastructure and services. (v1.0 task # 15.3.4.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.1.3	Maintain NTTR radios/devices & peripheral devices/features (non-infrastructure) (v1.0 task # 15.3.4.3)	MXCB	B	0700-1700 daily on non-holiday workdays	Repair radios/devices within 5 working days or return to manufacturer. Customer given "loaner" replacement in interim.				
15.10.1.4	Provide end-user radio device. (v1.0 task # 15.3.4.4)		M						
Function - 15.10.2 - Non-Trunked Radios (v1.0 Function # 15.3.5)									
15.10.2.1	Service provided is coordination and support for the non-trunked and non-tactical single and multi channel radio system. This includes other single channel, multi-channel frequency dependent equipment not outlined as a radio system. (v1.0 task # 15.3.5.1)		M						
15.10.2.2	Provide Non-trunked radio systems support. (v1.0 task # 15.3.5.2)		M						
15.10.2.3	Provide Non-Trunked & Tactical Radios. (v1.0 task # 15.3.5.3)		M						
Function - 15.10.3 - Spectrum Management (v1.0 Function # 15.3.6)									
15.10.3.1	Provide spectrum coordination support to each unit, organization, or activity authorized the use of frequencies in accordance with (IAW) applicable Army Regulation (AR) 5-12 and local supplemental regulations and procedures. (v1.0 task # 15.3.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.3.2	Request, coordinate, update, and assign radio frequencies to support mission requirements and external agencies operating in the local spectrum. (v1.0 task # 15.3.6.2)	MXCB	B	0700-1700 daily on non-holiday workdays	Assign frequencies within 2 working days				
15.10.3.3	Identify installation frequency requirements. (v1.0 task # 15.3.6.3)	MXCB	B	0700-1700 daily on non-holiday workdays					Perform annually
15.10.3.4	Assist installation units in obtaining frequency assignments and clearances for operations, training, and equipment acquisition. (v1.0 task # 15.3.6.4)	MXCB	B	0700-1700 daily on non-holiday workdays	Within 1 week of scheduled exercise				

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.10.3.5	Implement policy and guidance IAW AR 5-12. (v1.0 task # 15.3.6.5)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.3.6	Provide a Frequency Spectrum Manager. (v1.0 task # 15.7.1.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
Function - 15.10.4 - Military Affiliate Radio System (MARS) (v1.0 Function # 15.3.7)									
15.10.4.1	Provide auxiliary communications for military, civil, and/or disaster officials during periods of emergency. (v1.0 task # 15.3.7.1)		M						
15.10.4.2	Assist in effecting normal communications under emergency conditions. (v1.0 task # 15.3.7.2)		M						
Function - 15.10.5 - Touch Labor Support									
15.10.5.1	Provide local touch labor (troubleshooting, repairing, etc.)	MXCB Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 15.10.6 - Service Level Management (v1.0 Function # 15.7.5)									
15.10.6.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 15.7.5.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.6.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 15.7.5.2)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.6.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 15.7.5.3)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.6.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 15.7.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.6.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 15.7.6.1)	MXCB	B	0700-1700 daily on non-holiday workdays					
15.10.6.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 15.7.7.1)	MXCB	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
15.10.6.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	MXCB	B	0700-1700 daily on non-holiday workdays					
Service 16.0 - Multimedia/Visual Information Processes - Provide Multimedia/Visual Information support and services to support a diverse customer base.									
Service Support Program 16.2 - Graphic Arts Services - Provide all types of Graphic Arts services.									
Function - 16.2.1 - Graphic Self Help									
16.2.1.1	Operate a Media Self-Help Facility by providing equipment for customer use for Graphic arts Services.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.2.1	Furnish graphics art services and support to include consultation, design, estimate, fabricate, laminate or produce graphic art products, records, information, reports, and statistical data. Simple Work Order. Text only. Average Work Order. Text with original simple illustrations or clip-art. Complex Work Order. Original illustration, custom rendering, detailed diagram, medical illustration, plotted graph, organization structure, emblem, still or motion imagery, or maps, with or without title or text.	MU1M	B	0700-1700 daily on non-holiday workdays	3 day turn around on "simple" work orders, 5 day turnaround for "average" work orders, and 10 day turn around on "complex" work orders			Up to 3 copies up to 16x20	98% of requests are completed
Function - 16.2.2 - Graphic Arts Support									
16.2.2.2	Provide animation capabilities.		M						
16.2.2.3	Provide custom framing and matting for Command Presentations.		M						
16.2.2.4	Produce large format graphic images.		M						
16.2.2.5	Provide VI displays and exhibits, i.e., fabricate 2 or 3 dimensional objects.		M						
Function - 16.2.3 - Service Level Management (v1.0 Function # 16.1.2)									
16.2.3.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 16.1.2.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 16.1.2.2)	MU1M	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.2.3.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 16.1.2.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 16.1.2.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 16.1.3.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 16.1.4.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.9	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession. (v1.0 task # 16.1.1.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.10	Provide recordings or copies of historical and significant events. (v1.0 task # 16.1.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.2.3.11	Provide VI consultation to customers. (v1.0 task # 16.6.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
Service Support Program 16.3 - Photography Services - Provide all types of Photography Services.									
Function - 16.3.1 - Photography									
16.3.1.1	Scan, print, or transfer negative or positive media to electronic or optical media; and/or hardcopy up to 11x17. Simple: Scan existing products, capture image with no supplemental lighting, print with no alterations, provide no guidance in pose of subjects or objects. Average: Capture image using supplemental lighting, print with no alterations (other than cropping), provide minimum guidance on pose of subject or objects. Complex: Capture image with or without supplemental lighting, extensive alterations of print (IAW DOD Dir 5040.5), provide extensive guidance on pose of subject or objects, documentation of real time events.	MU1M	B	0700-1700 daily on non-holiday workdays	3 day turn around on "simple" work orders, 5 days for "average" work orders, and 10 day turn around on "complex" work orders			3 copies up to 11x17; up to two copies on electronic of optical media	98% of requested are completed

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.3.1.2	Provide digital photographic services in black & white and color, in studio & field environments.	MU1M	B	0700-1700 daily on non-holiday workdays				DA Photo-1 per every 5 years or per significant change (I.e. promotion). For General Officers/Commanders (down to company level) Photo-10 ea. 8x10 per year or per significant change (e.g., promotion, change of command etc.) as required. Historical occasion/significant event - 2 copies 4x6 per event and digital files.	
16.3.1.3	Provide large scale color or black and white printing and plotting.		M						
16.3.1.4	Provide large scale color or black and white printing and plotting with DoD print plant facilities or Army Enterprise Multimedia Centers.		M						
Function - 16.3.2 - Service Level Management (v1.0 Function # 16.1.2)									
16.3.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 16.1.2.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 16.1.2.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 16.1.2.3)	MU1M	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.3.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 16.1.2.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 16.1.3.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 16.1.4.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.9	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession. (v1.0 task # 16.1.1.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.10	Provide recordings or copies of historical and significant events. (v1.0 task # 16.1.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.3.2.11	Provide VI consultation to customers. (v1.0 task # 16.6.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
Service Support Program 16.4 - Multimedia Services - Provide all types of Multimedia services.									
Function - 16.4.1 - Multimedia									
16.4.1.1	Provide multimedia products and reproduction (maximum limits established locally). Local multimedia products are those that cost less than \$10,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	B	0700-1700 daily on non-holiday workdays				One (1) copy for local products	98% of requested work orders completed
16.4.1.2	Provide multimedia products and reproduction. Non-Local multimedia products are those that cost more than \$10,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are distributed Army wide, and incur direct out of pocket expenses.		M						
16.4.1.3	Outsource portions of multimedia productions.		M						
Function - 16.4.2 - Service Level Management (v1.0 Function # 16.1.2)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.4.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 16.1.2.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 16.1.2.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 16.1.2.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 16.1.2.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 16.1.3.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 16.1.4.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.9	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession. (v1.0 task # 16.1.1.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.10	Provide recordings or copies of historical and significant events. (v1.0 task # 16.1.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.4.2.11	Provide VI consultation to customers. (v1.0 task # 16.6.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
Service Support Program 16.5 - VI Broadcast/Video/Audio Services - Provide Command Channel and closed circuit TV (CCTV) Services; provide local and non-local audio/video productions.									
Function - 16.5.1 - Televison/Broadcast Services									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.5.1.1	Broadcast Command Channel.	MU1M	B	24x7 (less scheduled down time)					
16.5.1.2	Provide closed-circuit television (CCTV) support to a defined area.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.1.3	Provide satellite downlinks.	MU1M	B	24x7 (less scheduled down time)					
Function - 16.5.2 - Video/Audio									
16.5.2.1	Produce audio tapes, files, and other digital media.	MU1M	B	0700-1700 daily on non-holiday workdays				One (1) copy per Work Order	
16.5.2.2	Provide video streaming and multicast.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.2.3	Production of 508 compliant products in accordance with DoDI 5040.09.		M						
16.5.2.4	Provide script preparation.		M						
16.5.2.5	Operate and maintain a video documentation capability.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.2.6	Provide local VI video productions. Local video products are those that are less than \$10,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are within the garrison area of responsibility (as per AR 5-9), and incur no direct out of pocket expenses.	MU1M	B	0700-1700 daily on non-holiday workdays				Two (2) copies for local productions	
16.5.2.7	Provide non-local VI video productions. Non- Local video products are those that are greater than \$10,000 (to include man-hours, equipment rental, admin expenses, and other operating costs), are distributed Army wide, and incur direct out of pocket expenses.		M						
16.5.2.8	Research and acquire imagery from internal DoD archives.	MU1M	B	0700-1700 daily on non-holiday workdays	10 day turn around for all work orders				
16.5.2.9	Research and acquire imagery from outside/commercial sources.		M						

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.5.2.10	Provide the service to duplicate video tapes, CDs, and digital video discs (DVDs) up to locally established limits. (no copyrighted material).		M						
Function - 16.5.3 - Service Level Management (v1.0 Function # 16.1.2)									
16.5.3.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 16.1.2.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 16.1.2.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 16.1.2.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 16.1.2.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 16.1.3.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 16.1.4.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.9	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession. (v1.0 task # 16.1.1.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.10	Provide recordings or copies of historical and significant events. (v1.0 task # 16.1.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.5.3.11	Provide VI consultation to customers. (v1.0 task # 16.6.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Service Support Program 16.6 - VI Media / Equipment Support Services - Provide various VI Media / Equipment Support Services.									
Function - 16.6.1 - Media/Equipment Services									
16.6.1.1	Provide instruction and briefings in the use of VI systems and instructional technology.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.1.2	Maintain VI library of applicable media products for loan.	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.1.6	Provide VI equipment loans.	MU1M	B	0700-1700 daily on non-holiday workdays					
Function - 16.6.2 - Service Level Management (v1.0 Function # 16.1.2)									
16.6.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 16.1.2.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 16.1.2.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 16.1.2.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 16.1.2.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 16.1.3.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 16.1.4.1)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.6.2.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
16.7.2.7	Plan, evaluate, and review requirements and projects. Coordinate, schedule, monitor, and ensure that all support suspenses are met. (v1.0 task # 16.1.1.2)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.7.2.8	Receive and process work orders using automated software. (v1.0 task # 16.1.1.3)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.7.2.9	Provide Property Book Accountability, where applicable, for VI production equipment and equipment above \$25,000.00 for user VI equipment and accession. (v1.0 task # 16.1.1.4)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.7.2.10	Provide recordings or copies of historical and significant events. (v1.0 task # 16.1.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
16.7.2.11	Provide VI consultation to customers. (v1.0 task # 16.6.1.5)	MU1M	B	0700-1700 daily on non-holiday workdays					
Service 18.0 - Information Assurance - Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within systems.									
Service Support Program 18.1 - DoD Public Key Infrastructure (PKI) Service - Provide support for the Department of Defense (DoD) Public Key Infrastructure (PKI) service.									
Function - 18.1.1 - DoD Public Key Infrastructure (PKI)									
18.1.1.2	Provide the integration and management of the DoD Public Key Infrastructure (PKI) Service, in compliance with Army and DoD PKI security policies and guidelines.	QOIM	B	24x7 (less scheduled down time)					
18.1.1.3	Provide DoD PKI Services including directory support, certification validation, registration, interface to related Army systems, hosting of PKI-enabled servers, and required key management services as well as PKI solutions for e-mail, web applications, file transfer, and Virtual Private Networks.	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
18.1.1.4	Provide PKI authentication for users, devices, and applications to discover and utilize global information services data and enable CAC Cryptographic Logon (CCL), (when applicable), for controlling logical access.	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
18.1.1.5	Provide technical support and user training.	QOIM	B	0700-1700 daily on non-holiday workdays	New user training within 5 work days of request				Conduct "refresher" training annually
18.1.1.6	Responsible for requesting, receiving, installation, and accountability of PKI certificates.	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.1.2 - Service Level Management (v1.0 Function # 18.5.1)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.1.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 18.5.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 18.5.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 18.5.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 18.5.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 18.5.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 18.5.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.2.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.1.3 - Information Assurance Policy (v1.0 Function # 18.5.4)									
18.1.3.1	Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance. (v1.0 task # 18.5.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.3.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments. (v1.0 task # 18.5.4.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.1.3.3	Establish and publish IA policies IAW AR 25-2. (v1.0 task # 18.5.4.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 18.2 - Communications Security (COMSEC) Service - Provide all aspects of communications security (COMSEC) support.									
Function - 18.2.1 - COMSEC Operations									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.2.1.1	Provide for the accountability of COMSEC equipment and material up to the level of TOP SECRET. Responsibility includes ordering, receiving, accounting, issuing, safeguarding, and destruction services for secure telephones (e.g., Secure Telephone Equipment [STE], Secure Telephone Unit [STU]III), all other National Security Agency (NSA) crypto devices (e.g., TACLane, KIV-7, and KG194), and its associated COMSEC keying material.	QOIM	B	0700-1700 daily on non-holiday workdays					100% accountability of all COMSEC equipment and materials; semi-annual 100% inventory of COMSEC equipment and materials
18.2.1.2	Operate and maintain COMSEC facility.	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.1.3	Operate and maintain secure communications devices and crypto keys.	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.1.4	Perform unit level self inspections to assure compliance with AR 380-40 and Technical Bulletin (TB) 380-41.	QOIM	B	0700-1700 daily on non-holiday workdays					Conduct semi-annual inspections of units
18.2.1.5	Ensure all reporting suspense's are met for both Controlled Cryptographic Item (CCI) and COMSEC incidents. (A 24-hour response by COMSEC is mandatory).	QOIM	B		Report CCI and COMSEC violations within 24 hours of incident				
18.2.1.6	Store, account, control and destroy all TOP SECRET and North Atlantic Treaty Organization (NATO) COMSEC documents for the installation.	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.1.7	Report COMSEC resource requirements to the Region. (v1.0 task # 18.5.5.1)	QOIM	B						
Function - 18.2.2 - Service Level Management (v1.0 Function # 18.5.1)									
18.2.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 18.5.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 18.5.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 18.5.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.2.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 18.5.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 18.5.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 18.5.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.2.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.2.3 - Infromation Assurance Policy (v1.0 Function # 18.5.4)									
18.2.3.1	Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance. (v1.0 task # 18.5.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.3.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments. (v1.0 task # 18.5.4.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.2.3.3	Establish and publish IA policies IAW AR 25-2. (v1.0 task # 18.5.4.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 18.3 - Risk Management/Accreditation/Certification Services - Provide DoD Information Assurance Certification and Accreditation Program (DIACAP) and Automated Information System Accreditation support.									
Function - 18.3.1 - Vulnerability Assessment									
18.3.1.1	Provide Security risk Assessment support IAW AR25-1, para 5-10; perform risk analysis of resources, controls, vulnerabilities, threats and the impact of losing systems' capabilities on the mission objective; facilitate decisions to implement security countermeasures or mitigate risk; implement countermeasures; periodically review program.	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.3.2 - DOD Information Assurance Certification and Accreditation Program (DIACAP)									
18.3.2.1	Manage the DIACAP process in accordance with AR 25-2, paragraphs 2-25 and 2-30.	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.2.2	Provide guidance and oversight of DIACAP accreditation for installation and tenant activities.	QOIM	B	0700-1700 daily on non-holiday workdays	Response to customer requests for guidance within 48 hours				
Function - 18.3.3 - Service Level Management (v1.0 Function # 18.5.1)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.3.3.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 18.5.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 18.5.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 18.5.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 18.5.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 18.5.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 18.5.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.3.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.3.4 - Information Assurance Policy (v1.0 Function # 18.5.4)									
18.3.4.1	Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance. (v1.0 task # 18.5.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.4.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments. (v1.0 task # 18.5.4.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.4.3	Establish and publish IA policies IAW AR 25-2. (v1.0 task # 18.5.4.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.3.4.4	Report IAVM in the required database (e.g., A&VTR, VMS); systems in AITR, CND in FISMA). (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 18.4 - Information Assurance (IA) Training - Provide Information Assurance training services and certification programs for network managers, systems administrators and other IT professionals.									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Function - 18.4.1 - Information Assurance Certification Program									
18.4.1.1	Monitor and assist in the formal Information Assurance (IA) certification programs for system and network administrators, other IA professionals, and users; training for scanning personnel; and IA workstation/server implementation training/guidelines.	QOIM	B	0700-1700 daily on non-holiday workdays					Refresher training for IA personnel will be every 18-24 months IAW AR 25-2, para 4-3 (9b).
18.4.1.2	Manage and assist the input of training records for inclusion in the Army Training and Certification Tracking System.	QOIM	B						Forward reports quarterly and to tenant IAMs
Function - 18.4.2 - Service Level Management (v1.0 Function # 18.5.1)									
18.4.2.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 18.5.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 18.5.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 18.5.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 18.5.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 18.5.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 18.5.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.2.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.4.3 - Information Assurance Policy (v1.0 Function # 18.5.4)									
18.4.3.1	Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance. (v1.0 task # 18.5.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.4.3.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments. (v1.0 task # 18.5.4.2)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	PERFORMANCE MEASURES				
					Response Time	Reliability	Performance	Capacity	Workload
18.4.3.3	Establish and publish IA policies IAW AR 25-2. (v1.0 task # 18.5.4.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 18.6 - Network Security Services - Plan, implement and manage a Defense in Depth for the total DOIM-managed network and/or enclaves. Provide Information Assurance Vulnerability Alert (IAVA) compliance and compliance monitoring of all network connected assets. Includes touch labor support for this SSP. (V1.0 SSP# 19.7)									
Function - 18.6.1 - Defense In Depth for the Total Network (v1.0 Function # 19.7.1)									
18.6.1.1	Plan, implement, and manage a Defense In Depth for the total network and/or enclaves within the network to include such items as: scanning, remediation, host and network intrusion detection/prevention, firewalls, proxy servers, web cache, virus programs, vulnerability scanning, content filtering, remote dial-in protection, Host Based Security Services, and DoD Information Assurance Certification and Accreditation Program (DIACAP) , DoD Instruction 5200.40, accreditation guidance and advice IAW AR 25-2 and IA Best Business Practices (BBP's). (v1.0 task # 19.7.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection	Meet 99.9% reliability			Perform vulnerability scan daily
18.6.1.2	Provide input into the installation Information Security (INFOSEC) Program and provide guidance (e.g., Information System Security Plan). (v1.0 task # 19.7.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays	Respond to customer requests for guidance within 48 hours				
18.6.1.3	Procure, install, administer, and monitor software solutions to track Internet access from government devices. Block customer access to those Internet sites that have been deemed inappropriate for use by a government owned and operated computer system. (v1.0 task # 19.9.1.2)	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
Function - 18.6.2 - Installation Network Security DMZ Service (v1.0 Function # 19.7.2)									
18.6.2.1	Provide an installation network security DMZ to protect installation assets, to include life cycle management of Information Assurance enclave devices and other equipment that is under full control of the DOIM. (v1.0 task # 19.7.2.1)	QOIM	B	24x7 (less scheduled down time)		Meet 99.9% reliability			
18.6.2.2	Maintain firewall configurations and alerts; monitor attacks; and review audit logs. (v1.0 task # 19.7.2.2)	QOIM	B	24x7 (less scheduled down time)	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				Review audit logs daily; report anomalies to the CERT
Function - 18.6.3 - Information Assurance Vulnerability Alert (IAVA) (v1.0 Function # 19.7.3)									
18.6.3.1	Manage the IAVA program for all installation and tenant activities. (v1.0 task # 19.7.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.3.2	Institute procedures for anti-virus system maintenance, virus detection/prevention, contact received from the Regional Computer Emergency Response Team (RCERT), incoming RCERT advisories or patches, and locally owned RealSecure detection. (v1.0 task # 19.7.3.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.3.3	Perform network or workstation scans and compile vulnerability reports to facilitate corrections. (v1.0 task # 19.7.3.3)	QOIM	B	0700-1700 daily on non-holiday workdays	Vulnerability reports forwarded up the CERT chain as detected				Perform Network and workstation scans daily

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.6.3.4	Establish and execute the monitoring/reporting program IAW AR 380-53. (v1.0 task # 19.7.3.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.3.5	Detect and report malicious and unauthorized activities. (v1.0 task # 19.7.3.5)	QOIM	B	24x7 (less scheduled down time)	Detect and report malicious /unauthorized activity up the CERT chain (local CERT to JTF) within 2 hours of detection				
Function - 18.6.4 - IA Inspection Program (v1.0 Function # 19.7.4)									
18.6.4.1	Perform IA oversight and inspections of IA Program. (v1.0 task # 19.7.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.6.5 - Password Control Management (v1.0 Function # 19.6.8)									
18.6.5.1	Issue, maintain, and delete network accounts and passwords. (v1.0 task # 19.6.8.1)	QOIM	B	0700-1700 daily on non-holiday workdays	Issue accounts within 3 work days of request; delete accounts on weekly basis				
Function - 18.6.6 - Service Level Management (v1.0 Function # 18.5.1)									
18.6.6.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 18.5.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 18.5.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 18.5.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 18.5.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 18.5.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 18.5.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
18.6.6.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.6.8	Report IA resource requirements to the Region. (v1.0 task # 18.5.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 18.6.7 - Information Assurance Policy (v1.0 Function # 18.5.4)									
18.6.7.1	Establish and execute the program IAW AR 380-5, AR 25-2, and other appropriate DoD/Army guidance, to include publishing a security awareness policy and Local Network Security Policy and providing other guidance. (v 1.0 task # 18.5.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.7.2	Provide a secure remote access policy for the Installation's network IAW Army, Army Command, & Local Network Security Policy parameters. Access policy will include limited levels of confidentiality, accreditation, access control, and assessments. (v1.0 task # 18.5.4.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.7.3	Establish and publish IA policies IAW AR 25-2. (v1.0 task # 18.5.4.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.7.4	Report IAVM in the required database (e.g., A&VTR, VMS); systems in AITR, CND in FISMA). (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.7.5	Represent IA components in the installation Configuration Control Board (CCB). (v1.0 task # 18.5.6.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
18.6.7.6	Manage IA hardware and software changes. (v1.0 task # 18.5.6.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service 19.0 - Automation - Provide electronic messaging, software development and maintenance, database support, automation training, administration and policy support, network support, and COOP development.									
Service Support Program 19.1 - Mail Messaging/Collaboration (E-mail/DMS) and Storage Services - Provide electronic messaging and directory support and electronic messaging application system development and maintenance support. Provide administration of common-user storage. Includes touch labor support for this SSP.									
Function - 19.1.1 - E-mail Service (Unclassified and limited user Classified up to Secret)									
19.1.1.1	Provide the capability to: send, store, process, sign/encrypt, and receive e-mail and multi-media e-mail attachments, with interoperability across the Army, within the DoD, and outside of DoD.	QOIM	B	E-mail services 24x7 (less scheduled down time)		Meet 99% reliability for e-mail		Mailbox size 100MB with attachment size determined by local IA policies	

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.1.1.2	Provide e-mail services including directory replication, access to public folders, connector services, internet mail, calendar service, instant messaging, and team folders for threading discussions.	QOIM	B	E-mail services 24x7 (less scheduled down time)		Meet 99% reliability for e-mail			
19.1.1.3	Provide archiving, searching, and retrieval of e-mail anytime from anyplace IAW IA policy.	QOIM	B	E-mail services 24x7 (less scheduled down time)		Meet 99% reliability for e-mail			
19.1.1.4	Provide host support and accounts management.	QOIM	B	0700-1700 daily on non-holiday workdays	New accounts set up within 2 work days of request				
19.1.1.5	Perform incremental (full information & directory store) backups. Perform full system backups.	QOIM	B						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours.
19.1.1.6	Monitor hardware storage space.	QOIM	B	0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity.	Perform weekly scan
19.1.1.7	Develop e-mail guidance and procedures.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.1.8	Perform capacity planning for e-mail resources.	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.1.2 - Defense Message System (DMS) / Automated Message Handling System (AMHS)									
19.1.2.1	Provide the capability for users to compose, format, transmit, and receive formal organizational e-mail messages at individual workstations. Provide classified and sensitive but unclassified (SBU) and classified organizational messaging capabilities.	QOIM	B	E-mail services 24x7 (less scheduled down time)		Meet 99% reliability		Mailbox size 100MB with attachment size determined by local IA policies	
19.1.2.2	Operate, maintain, and manage the Local Control Center (LCC).	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.2.3	Install, configure, and maintain DMS and AMHS servers, software, and other hardware.	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.1.2.4	Provide post offices, delivery systems, and backup and restore capability.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.2.5	Troubleshoot DMS/AMHS problems. Elevate to next higher level (LCC/Area Control Center (ACC), TNOSC, DISA Network Operations Center [NOC]) via Trouble Ticket if problems cannot be solved locally.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.2.6	Operate, maintain, and manage Certification Authority Workstation (CAW). Process X.509 certificates and create FORTEZZA cards. Post certificates to Directory Information Tree (DIT).	QOIM	B	0700-1700 daily on non-holiday workdays	Create and activate FORTEZZA cards within 1 working day of request				
19.1.2.7	Process and deliver messages (e.g., Defense Message System [DMS] Message Distribution System [DMDS]).	QOIM	B	24x7 (less scheduled down time)					
Function - 19.1.3 - Directory Services									
19.1.3.1	Operate and maintain global directory.	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			
19.1.3.2	Design and manage directory synchronizations with other systems.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.3.3	Create utilities and scripts to synchronize directory services. Ensure information integrity. Add user functionality. Coordinate actions with other organizations.	QOIM	B	0700-1700 daily on non-holiday workdays					Perform weekly updates of directory services
Function - 19.1.4 - Local Electronic Messaging Security Guidance									
19.1.4.1	Develop and publish electronic messaging security guidance in conjunction with the Local Network Security Guidance.	QOIM	B	0700-1700 daily on non-holiday workdays					Perform semi-annual review
Function - 19.1.5 - Security Awareness Training Program for End Users									
19.1.5.1	Establish and execute a security awareness training program for end users of electronic messaging systems.	QOIM	B	0700-1700 daily on non-holiday workdays					Perform annual review of training program. New user training on monthly basis.
Function - 19.1.6 - Touch Labor Support									
19.1.6.3	Provide local touch labor (troubleshooting, repairing, etc.)	QOIM Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 19.1.7 - Storage Services									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.1.7.1	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares). (v1.0 task # 19.5.1.9)	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability		Free disk space should be greater than 20% of disk capacity.	Perform weekly backup outside of normal business hours; perform weekly scan
19.1.7.2	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements. (v1.0 task # 19.5.2.3)		M						
Function - 19.1.8 - Messaging/Collaboration Planning (v1.0 Function # 19.9.5)									
19.1.8.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.8.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.1.9 - Service Level Management (v1.0 Function # 19.9.2)									
19.1.9.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v 1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.1.9.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
Service Support Program 19.2 - Database Administration Services - Provide database, master file, and data warehouse support, and administration and support for standard database software.									
Function - 19.2.1 - Administration and Maintenance									
19.2.1.1	Perform local database administration for standard database software for common-user services (e.g. Oracle, Access, Visual Basic, Sybase, Sybase ASE, Microsoft SQL Server, Informix, LOTUS Notes, SAS, S2K, & M204).	QOIM	B	0700-1700 on non-holiday weekdays					
19.2.1.2	Develop, field, and support database applications.		M						
19.2.1.3	Perform database builds, reorganizations, maintenance, tuning, backups, restorations, and query design.		M						
19.2.1.4	Perform file transfers (file transfer protocols [FTP's]), loads, downloads, data file manipulation, data archiving, coordination, familiarization, and implementation of actions required. Processing of superscans, driver actions, and updates/changes to unique and standard master files.		M						
19.2.1.5	Perform incremental backups and full system backups for standard databases for common-user services.	QOIM	B						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
Function - 19.2.2 - Data Warehouses and Data Mining Services									
19.2.2.1	Perform local database administration for data warehouses for common-user services. Perform incremental (full information & directory store) backups. Perform full system backups.	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability			Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
19.2.2.2	Provide data mining services.		M						
Function - 19.2.3 - Database Planning (v1.0 Function # 19.9.5)									
19.2.3.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison for common-user services. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.3.1.4	Provide the capability to electronically "push" software updates, security updates, vendor patches (service packs, service releases), IAVA's, etc. to end user devices.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.1.5	Maintain accountability for software licenses.	QOIM	B	0700-1700 daily on non-holiday workdays					Perform annual inventory certification
Function - 19.3.2 - Software / Application Development for All Automation System Types									
19.3.2.1	Design, develop, and maintain all types of application systems using standard programming languages. Develop applications to support user requirements, but not limited to creation of the data models, databases, survey/add/update of reuse library, development of interfaces, application control logic, forms (screens), objects, reports, queries and menus.		M						
19.3.2.2	Design and develop mainframe applications and bridges to meet local requirements.		M						
19.3.2.3	Plan tests, prepare test data, execute testing, identify, analyze and repair errors and retest an application or module prior to implementation and placing into production.		M						
19.3.2.4	Prepare, update and distribute end-user and/or system operator's manuals that contain the product design and procedures and other relevant information necessary to use and administer the system. Also prepare, update and distribute on-line help facilities, technical manuals, Standing Operating Procedures (SOPs), Instructions on the Army Standard software suite and maintain automation documentation and application software inventory documentation library.		M						
19.3.2.5	Assist users to identify information requirements and develop Statements of Work (SOW) that are consistent with user needs. Provide advice on automating functions, integrating requirements with existing capabilities, communication requirements, control and administration of systems, types of information management systems, operating systems, equipment; infrastructure compatibility. Also provide users with recommended equipment and software lists.		M						
Function - 19.3.3 - Password Control Management									
19.3.3.1	Issue, maintain, and delete end-user device accounts and passwords.	QOIM	B	0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis				
Function - 19.3.4 - Computers and Peripheral Devices									
19.3.4.1	Acquisition and life-cycle replacement of end user devices to include computers, printers, lap tops, scanners, and other hardware.		M						
19.3.4.2	Installation of end user devices to include computers, printers, lap tops, scanners, PDAs, K680 and other hardware.	QOIM	B	0700-1700 daily on non-holiday workdays	Per established schedule				
Function - 19.3.5 - IT Training									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.3.5.1	Provide any required end-user training that is not available through Army e-Learning.		M						
Function - 19.3.6 - Touch Labor Support									
19.3.6.3	Provide local touch labor (installing, troubleshooting, repairing, etc.)	QOIM Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 19.3.7 - Desktop/Software / Peripheral Planning (v1.0 Function # 19.9.5)									
19.3.7.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.7.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.3.8 - Stand-alone Copier Management (v1.0 Function # 17.4.1)									
19.3.8.1	Evaluate requests for self-service copiers. Approve and recommend placement, relocation and consolidation of copiers when required. (v1.0 task # 17.4.1.1)	QOIM	B	0700-1700 daily on non-holiday workdays	Within 2 work days of request				
19.3.8.2	Perform lease purchase analysis of copiers (DA Form 4951). Assist and advise customers of copier requirements, maintenance, cost-effectiveness (cost per copy), and special rates. Coordinate with manufacturer point of contact (POC) for accurate pricing and specifications. (AR 25-30 and DA Pamphlet [Pam] 25-40) (v1.0 task # 17.4.1.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.8.3	Assign approval control numbers and maintain database of requested and approved copiers. (v1.0 task # 17.4.1.3)	QOIM	B	0700-1700 daily on non-holiday workdays	Assign control numbers within 1 work day				
19.3.8.4	Maintain copier inventory. (v1.0 task # 17.4.1.4)	QOIM	B	0700-1700 daily on non-holiday workdays					Perform 100% inventory annually
19.3.8.5	Manage copier management support program for copier services (IAW AR 25-30). (v1.0 task # 17.4.1.5)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.8.6	Manage copier contracts: monitor billing, prepare invoices/reconciliations, coordinate with contracting, etc. (v1.0 task # 17.4.1.6)	QOIM	B	0700-1700 daily on non-holiday workdays					Prepare invoices /reconciliations monthly
19.3.8.7	Provide copier services with usage fee. (v1.0 task # 17.4.1.7)		M						
Function - 19.3.9 - Service Level Management (v1.0 Function # 19.9.2)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.3.9.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.3.9.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 19.4 - Web Support Services - Provide web hosting operations and management services. Operate and maintain web proxy servers.									
Function - 19.4.1 - Web Hosting									
19.4.1.1	Host and administer web servers.	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
19.4.1.2	Provide a formal web application change management process to deploy and maintain web sites, portals, web pages, and customized applications.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.1.3	Monitor web pages and applications for security and standards compliance and verify that user developed web pages follow regulations (508 and Department of Defense [DoD] web policy).	QOIM	B	0700-1700 daily on non-holiday workdays					Perform monthly scan for compliance

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.4.1.4	Monitor systems for disk usage, disk performance, and system performance.	QOIM	B	0700-1700 daily on non-holiday workdays				Free disk space should be greater than 20% of disk capacity.	Perform weekly scan
19.4.1.5	Configure operating system and web application services.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.1.6	Manage user access controls.	QOIM	B	0700-1700 daily on non-holiday workdays	New accounts within 2 working days of request				
19.4.1.7	Apply current operating system patches and security patches.	QOIM	B	0700-1700 daily on non-holiday workdays	Within suspense time /date provided in the applicable IAVA				
19.4.1.8	Ensure Information Assurance incidents are reported, e.g., registry hacks.	QOIM	B	24x7 (less scheduled down time)	Within 2 hours of receipt				
Function - 19.4.2 - Web Site and Web Page Development and Maintenance									
19.4.2.1	Design, develop, and maintain static and dynamic web sites or portals using standard programming languages.		M						
19.4.2.2	Design, develop, and maintain web pages using standard programming languages.		M						
19.4.2.3	Provide web master services.		M						
Function - 19.4.3 - Web Application Development									
19.4.3.1	Develop, deploy, and maintain web based applications.		M						
Function - 19.4.4 - Proxy, Caching, and Web Filtering Service									
19.4.4.1	Maintain, update and operate web site/page monitoring and filtering systems IAW applicable laws and regulation.	QOIM	B	24x7 (less scheduled down time)					
19.4.4.2	Operate and maintain web proxy serves.	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.4.4.3	Monitor web proxy cache hit rate / disk usage daily performance.	QOIM	B	0700-1700 daily on non-holiday workdays					Perform daily scan
Function - 19.4.5 - Web Support Planning (v1.0. Function # 19.9.5)									
19.4.5.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.5.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.4.6 - Service Level Management (v1.0 Function # 19.9.2)									
19.4.6.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.4.6.7	Sponsor and convene the local Information Management Support Council (IFSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 19.5 - File, Print & Mission Server Support Services - Provide hardware and software support to any type of common-user server (e.g., application, file, print). Includes touch labor for this SSP.									
Function - 19.5.1 - Server Administration									

Task ID	Task	MDEP	Baseline / Mission	Availability	PERFORMANCE MEASURES				
					Response Time	Reliability	Performance	Capacity	Workload
19.5.1.1	Provide system administration and operating system support for file, print, and common user application servers, server farms/banks.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.2	Provide and install hardware, operating system, and software for file, print, and common-user applications servers, and server farms/banks.	QOIM	B	0700-1700 daily on non-holiday workdays	Per established schedule				Perform weekly backup
19.5.1.3	Support installation level, DA and DoD standard systems designated for centralized installation support IAW Computer System Configuration Baseline (CSCB).	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.4	Install security Information Assurance Vulnerability Alert (IAVA) patches on all servers and test and verify system is not adversely affected by patch.	QOIM	B	24x7 (less scheduled down time)	Within suspense time /date provided in the applicable IAVA				
19.5.1.5	Create shared folders on a common server drive to enable a group of employees to share and work on same files.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.6	Perform security checklists on operating systems and system backups for each server.	QOIM	B						Perform full systems backups weekly and incremental backups daily. Back-ups will be performed outside normal business hours
19.5.1.7	Monitor system logs, security logs, and application logs.	QOIM	B	0700-1700 daily on non-holiday workdays					At least once daily
19.5.1.8	Provide Microsoft Active Directory organizational unit (OU) administration.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.2.1.10	Provide domain administration and service support for primary and backup domain controllers (PDC & BDC). (Login to network and operating system)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.11	Manage dynamic allocation of internet protocol (IP) address space.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.12	Assign and maintain IP address database using DHCP or Static IP Addressing.	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.5.1.13	Maintain DNS tables and update tables. Maintain records of registered DNS registrations and set standard naming conventions for DNS registrations.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.14	Develop and modify IP Assignment Schema.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.15	Provide Domain Name Server (DNS) services that include the address resolution of Uniform Resource Locator (URL) to IP addresses.	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability			Perform weekly backup
19.5.1.16	Install, configure, and maintain DNS servers.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.17	Maintain WINS server for windows networking name resolution.	QOIM	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability			Perform weekly backup
19.5.1.18	Perform release management to include commercial software, standard software, beta, site license management, certificate of networthiness, and new system releases.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.19	Maintain accountability for software licenses.	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.1.20	Operate, maintain, and administer PDA (e.g., Blackberry) Exchange Servers.	QOIM	B	24x7 (less scheduled down time)					
Function - 19.5.2 - Mission-Specific Server Administration									
19.5.2.1	System Administration for mission-specific servers.		M						
19.5.2.2	Provide and install hardware, operating system, and software for mission-specific servers.		M						
Function - 19.5.4 - Printer Support									
19.5.4.1	Configure network printers.	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.5.5 - Touch Labor Support									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.5.5.3	Provide local touch labor (troubleshooting, repairing, etc.)	QOIM Note 1	B	24x7	On call Touch Labor support within 4 hours				
Function - 19.5.6 - Server Administration Support to Tactical Deployable Systems									
19.5.6.1	System Administration for mission-specific servers.	QOIM Note 1	B	0700-1700 daily on non-holiday workdays					
19.5.6.2	Provide and install hardware, operating system, and software for mission-specific servers.	QOIM Note 1	B	0700-1700 daily on non-holiday workdays	Per established schedule				
19.5.6.3	Maintain Storage Area Network, Network Attached Storage (e.g., home directories, workgroup shares) for mission-specific requirements. (v1.0 task # 19.5.2.3)	QOIM Note 1	B	0700-1700 daily on non-holiday workdays		Meet 98% reliability		Free disk space should be greater than 20% of disk capacity.	Perform weekly backup and weekly scan
Function - 19.5.7 - Other Servers to Tactical Deployable Systems									
19.5.7.1	Operate, maintain, and administer PDA, SMS (system management server), Streamed Video Server, Virtual Conferencing Server, Structured Query Language (SQL), and other servers.	QOIM Note 1	B	0700-1700 daily on non-holiday workdays					
Function - 19.5.8 - Server Planning (v1.0 Function # 19.9.5)									
19.5.8.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.8.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.5.9 - Service Level Management (v1.0 Function # 19.9.2)									
19.5.9.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v 1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.9.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.9.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					

					PERFORMANCE MEASURES				
Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	Reliability	Performance	Capacity	Workload
19.5.9.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v 1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.9.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.9.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.5.9.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 19.6 - Management of Data Network Services - Provide management of various types of Local Area Network (LAN) and Campus Area Network (CAN); Provide management of Wide Area Network (WAN) connectivity to include supporting the automated systems linked to the network; manage local dial-in server and access.									
Function - 19.6.1 - External Networks									
19.6.1.1	Manage connection to external networks, to include but not limited to: NIPRNET, SIPRNET, Defense Switched Network (DSN), Public Switched Telephone Network (PSTN), Army Reserve Network (ARNET), Army National Guard Network (GUARDNET), Defense Research Engineering Network (DREN), Simulations Network (SIMNET), and Army intranets within existing capability.	QOIM	B	24x7 (less scheduled down time)		At least 98% operational installation data network.		NIPRNET circuit utilization < 80% between 0700 and 1700 (local time); SIPRNET circuit utilization < 80% between 0700 and 1700 (local time)	Daily system files backup, weekly data backup. Required end user buildings IAW Installation Information Infrastructure Architecture (I3A)
19.6.1.2	Manage additional network requirements beyond existing capabilities.		M						
Function - 19.6.2 - Virtual Private Network (VPN)									
19.6.2.1	Configure, implement and maintain VPNs for remote connections.		M						
Function - 19.6.3 - Coalition WAN									
19.6.3.1	Manage Coalition WAN service.		M						
Function - 19.6.4 - Local Area Network (LAN) and Campus Area Network (CAN)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.6.4.1	Manage connectivity and operate SBU LAN and (limited user classified up to Secret) LAN between computers and associated devices for a specific user group within a small geographic area (within a building or several buildings). The LAN provides data communications, sharing of network attached devices (servers, computers, printers, plotters, disk drives, etc.), and sharing of data (software programs and files).	QOIM Note 1	B	24x7 (less scheduled down time)		At least 98% operational installation data network.			Required end user buildings IAW I3A
19.6.4.2	Manage SBU LAN network expansion.		M						
19.6.4.3	Provide connectivity and operate SBU CAN between LANs and computer resources within a limited geographic area. The CAN provides backbone transport across the network (including switching, routing, firewall, and web proxy & caching), sharing of computer resources, and access to the Wide Area Network (WAN), other Army networks, and the top level architecture (TLA).	QOIM	B	24x7 (less scheduled down time)		At least 98% operational installation data network.			Required end user buildings IAW I3A
19.6.4.4	Manage SBU CAN network expansion.		M						
19.6.4.5	Manage CAN and LAN classified user connectivity.		M						
Function - 19.6.5 - Remote Dial-in Service (e.g., Terminal Server Access Controller System [TSACS]) & Terminal Server Services									
19.6.5.1	Provide and manage TSACS and Terminal Server access.	QOIM	B	24x7 (less scheduled down time)		Meet 98% reliability			
19.6.5.2	Request, distribute, administer, and monitor usage of TSACS accounts.	QOIM	B	0700-1700 daily on non-holiday workdays					Monthly report of TSACS accounts
19.6.5.3	Issue, maintain, and delete TSACS accounts (user ID and PIN).	QOIM	B	0700-1700 daily on non-holiday workdays	Issued within 1 work day of request; delete accounts on a weekly basis			One (1) per authorized TSACS account holder	
Function - 19.6.7 - Network Management									
19.6.7.1	Monitor the limited geographic CAN and LAN by utilizing enterprise management software to monitor network performance, analyze network activity, and maintain a high level of network availability. Perform network discovery and conduct fault analysis.	QOIM	B	24x7 (less scheduled down time)					
19.6.7.2	Conduct real-time events management on critical network infrastructure and monitor critical services.	QOIM	B	24x7 (less scheduled down time)					
19.6.7.3	Provide network utilization reports.	QOIM	B	0700-1700 daily on non-holiday workdays					Produce weekly utilization report

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.6.7.4	Manage network equipment/software to include configuration management and capacity management.	QOIM	B						
Function - 19.6.9 - Touch Labor Support									
19.6.9.3	Provide local common-user LAN and CAN touch labor (troubleshooting, repairing, etc.)	QOIM Note 1	B	24x7	On call Touch Labor support within 4 hours				
19.6.9.10	Provide mission-specific LAN touch labor (troubleshooting, repairing, etc.)		M						
Function - 19.6.10 - Data Network Planning (v1.0 Function # 19.9.5)									
19.6.10.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.10.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.6.11 - Service Level Management (v1.0 Function # 19.9.2)									
19.6.11.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.11.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.11.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.11.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.11.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.6.11.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.6.11.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 19.8 - Automation & Network Continuity of Operations Plan (COOP) and OPLAN Support Services - Provide Continuity of Operations Plan (COOP) planning and preparation support.									
Function - 19.8.1 - COOP Administration									
19.8.1.1	Implement and exercise COOP for critical portions of the automation infrastructure.	QOIM	B	0700-1700 daily on non-holiday workdays					Exercise COOP annually
19.8.1.2	Prepare, monitor, and evaluate COOP with each DOIM supported tenant activity.	QOIM	B	0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
19.8.1.3	Develop COOP for critical portions of the automation infrastructure. (v1.0 task # 19.9.5.5)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.8.2 - Disaster Recovery									
19.8.2.1	Restore critical automation services in event of disaster.	QOIM	B	0700-1700 daily on non-holiday workdays	Restore within 24 hours				
19.8.2.2	Maintain procedures to prepare for recovery of information from disasters and execute preparatory procedures.	QOIM	B	0700-1700 daily on non-holiday workdays			Weekly backup stored at offsite location		Review annually
19.8.2.3	Develop plans to restore critical automation services in event of disaster. (v1.0 task # 19.9.5.6)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.8.3 - Operations Plan (OPLAN) Support									
19.8.3.1	Provide Telecommunications Operations planning support to OPLAN development. Identify telecommunications requirements resulting from any surge/change in on-post staffing due to force/equipment/supply flow & support requirements. Develop contingency service level agreements (SLA) to implement any increases in support upon OPLAN activation at the time it is required.		M						
19.8.3.2	Develop infrastructure upgrade plans to support operational surge requirements. Accommodate projected requirements driven by projected Army Transformation initiatives.		M						
19.8.3.3	Exercise or review the OPLAN (and its contingency SLA) with supported tenant activity.		M						
Function - 19.8.4 - COOP/DR Planning (v1.0 Function # 19.9.5)									

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.8.4.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.4.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.8.5 - Service Level Management (v1.0 Function # 19.9.2)									
19.8.5.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.8.5.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
Service Support Program 19.10 - Automation and Network Service Support - Provide hardware, software, and telephone support to include: provide customers with initial POC for service requests and problem reporting; track, audit, and resolve issues; and provide feedback and close loop with customer.									
Function - 19.10.1 - Service Support									
19.10.1.1	Receive, document, assign, monitor, and close trouble tickets (TT). (v1.0 task # 19.1.6.1)	QOIM	B	24x7	Open trouble ticket within 30 minutes of notification				

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.10.1.2	Process service orders (program switch, update assignments, extend service to customer) and Trouble Tickets (test, troubleshoot and repair) for all approved moves, adds, and changes (MAC) requirements.(v1.0 task # 19.1.6.2)	QOIM	B	0700-1700 daily on non-holiday workdays	Process Service Orders in 30 minutes or less				
19.10.1.3	Provide help desk / systems management data analysis: includes help desk management tool and outputs associated to trend analysis and help desk performance. (v1.0 task # 19.1.6.4)	QOIM	B	24x7	Issue daily Performance Reports				
19.10.1.4	Provide timely notifications by the help desk of planned or unplanned system maintenance or degradation. (v1.0 task # 19.1.6.5)	QOIM	B	0700-1700 daily on non-holiday workdays	Notifications sent no less than 24 hours prior to scheduled outage				
19.10.1.5	Send out customer satisfaction surveys after completion of work. (v1.0 task # 19.1.6.6)	QOIM	B	0700-1700 daily on non-holiday workdays	Surveys sent within 3 working days of work completion				
19.10.1.6	Review and analyze customer satisfaction surveys and initiate follow-up and corrective action. (v1.0 task # 19.1.6.7)	QOIM	B	0700-1700 daily on non-holiday workdays	Follow-up with corrective action within 2 working days				
19.10.1.7	Provide bills/invoices to customers for services received on a monthly basis. (v1.0 task # 19.4.5.8)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.1.8	Receive (monthly) payment from customers for reimbursable services. (v1.0 task # 19.4.5.9)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.1.9	Provide classroom facility and support for System Administrator/Network Manager training as required. (v1.0 task # 19.9.6.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.10.2 - Automation and Network Service Support Planning (v1.0 Function # 19.9.5)									
19.10.2.1	Plan, define, and integrate the interdependencies of various IT/IA programs, budgetary requirements, funding profiles, and prioritization of requirements for the garrison. (v1.0 task # 19.9.5.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.2.2	Develop a comprehensive IT Master Plan comprised of new system program plans, existing equipment modernization plans, and projected IT requirements. (v1.0 task # 19.9.5.2)	QOIM	B	0700-1700 daily on non-holiday workdays					
Function - 19.10.3 - Service Level Management (v1.0 Function # 19.9.2)									
19.10.3.1	Provide technical support to garrison service level agreement manager in defining the C4IM services to be provided, responsibilities of each party and service performance measures in support of ISA development. (v 1.0 task # 19.9.2.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.2	Support the government in negotiations with DoD level activities and customer organizations, including depot tenant activities. The Interservice Support Agreements (ISA) will formally define the services to be provided, responsibilities of each party, the level and quality of the services provided and response times. (v1.0 task # 19.9.2.2)	QOIM	B	0700-1700 daily on non-holiday workdays					

Task ID	Task	MDEP	Baseline / Mission	Availability	Response Time	PERFORMANCE MEASURES			
						Reliability	Performance	Capacity	Workload
19.10.3.3	Prepare, coordinate, negotiate, monitor, measure, evaluate, and report baseline and above-baseline service delivery and support to leadership and customers. (v1.0 task # 19.9.2.3)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.4	Conduct financial analyses to determine total costs of services provided. Develop Service Level Agreements (SLA), define the services to be provided, responsibilities of each party, the level and quality of the services provided, response time and amounts and methods for reimbursement. Perform financial management of IT services functions and perform incident and problem management functions. (v 1.0 task # 19.9.2.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.5	Report the requirements, availability, and performance to support service delivery and capabilities. (v1.0 task # 19.9.3.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.6	Provide input to the IMCOM Productivity Management Review. (v1.0 task # 19.9.4.1)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.7	Sponsor and convene the local Information Management Support Council (IMSC) IAW DA Pam 25-1-1. (v1.0 task # 19.9.5.4)	QOIM	B	0700-1700 daily on non-holiday workdays					
19.10.3.8	Provide training, written guidance, and conferences for Information Management Officers (IMOs) and others. (v1.0 task # 19.9.6.2)	QOIM	B	0700-1700 daily on non-holiday workdays					